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No pass zone: Go towards the light


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Call light represents a patient need, the simplest requirement to reach for a facial tissue to as complex as the necessity to be relieved with pain. Nurses are critical in responding to these needs and thus patients are not to be considered interruptions in one's work. The No Pass Zone is a quality initiative that emphasizes patient is the reason why nurses are existent in the hospital. In this descriptive correlational study, the No Pass Zone is premised on provision of direct assistance to patient thus the need for help has to be satisfied. The study has the following research questions: What is the degree of satisfaction and agreement of nurses and health care workers on the No Pass Zone Program? What is the Patient Satisfaction rating on the following parameters: Call Bell Response and Courtesy of Nurses? Is there a relationship between Patients and Nurses Satisfaction Rating? Is there a relationship between Nurses Satisfaction and Agreement in the No Pass Zone Program? The researcher devised Satisfaction Survey Tool have assessed the level of agreement and satisfaction of Nurses in No Pass Zone Initiative as to agreement and satisfaction using a four point-likert scale where 4 is Strongly Agree and Very Satisfactory, 3 Agree and Satisfactory, 2 Fairly Agree and Fairly Satisfactory, 1 Do not agree and not satisfactory. The satisfaction rating was evaluated as very satisfied. The highest ratings were in the elements related to increasing awareness to safety and its integration in the daily routine of nurses, development of team work and improvement in the satisfaction of both

patients and nurses and all were rated as very satisfactory. The agreement of nurses as to the No Pass Zone revealed a strong agreement. The highest ratings were likewise in the elements related to increasing awareness to safety and its integration in the daily routine of nurses and improvement in the satisfaction of both patients and nurses and were rated as very satisfactory. The rating on promptness of needs being attended reflects a very satisfactory rating with mean of 3.59 in a four point-likert scale. The findings revealed that patients evaluated the attention to needs as very satisfactory. Likewise, a rating of 3.78 on courtesy was noted. The correlation statistics show a moderate correlation between nurses and patients satisfaction rating. ($r=0.06$) Correlation of nurses' satisfaction and agreement on the No Pass Zone initiative revealed a very high correlation. ($r=0.98$) The following conclusions are derived: The No Pass Zone initiative has been proven useful in addressing the needs of patients. The No Pass Zone increases cognizance of nurses in patient safety and prompt need provision. The following recommendations were proposed: Roll out of the No Pass Zone initiative to all nursing units of the hospital. The need to have consistency in monitoring of the No Pass Zone standard script utilization is critical. Random Audits of the No Pass Zone implementation in piloted units. Future investigation on other nursing outcomes and its relationship with the program may be explored.

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